



Hospitality Entertainment and Tourism Council

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July 2011

From the Chairman



Mitchell Fenton, CPP

Well the HeaT of the summer is upon us. Our members have reported they are all busy this season and with the recent activity in the Middle East and Europe our discipline within the security business becomes more and more challenging and interesting. Budget cuts and mergers keep challenging us to do more with less...

Orlando is creeping up on us. The council leaders are still trying to get a grip on who is going to attend so as soon as you have confirmation please let us know. Kelly is planning a social/meeting for us in Orlando so that we can get some face time with each other, I think that this is important and should be fun.

Have a great summer!

On the Cutting Edge

The HEaT Council now has a new way of communicating and sharing information. The Homeland Security Information Network is a secure web portal sponsored and managed by the Department of Homeland Security. One of their missions is to assist critical infrastructure in communications. Thanks to James Reynolds, CPP, our council now has its own site within this government-secured and encrypted intranet.

Each council member received an exclusive invitation to join the site. Once vetted, everyone will have their own login and password and be able to explore the humongous amount of information provided to us. DHS posts bulletins, BOLO's, and U/FOUO documents for the purpose of securing hotels and other pieces of critical infrastructure. We also have the ability to host free, secure webinars, chats, blogs, and to post and share our own documents. It really is a useful site.

If you are having trouble getting signed on, contact James. And don't forget our LinkedIn group as well.

Trending in Hotels

The biggest news this past quarter was the ongoing threat of terrorism. Intelligence gained from the capture of Bib Laden and several other high-profile terrorists has revealed general and specific threats on hotels in the United Kingdom. The universal concern now is a Mumbai-style attack on one or more hotels. We have seen simultaneous hotel attacks since Mumbai and while we were still evaluating the new intelligence, an-



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other military-style attack in Kabul only confirmed our suspicions. It is apparent that these types of attacks will be the new trend and domestic and international authorities are studying this.

Council member Alexandros Paraskevas continues to follow the intelligence and analyze the data. His worry is for more attacks by organized militias, not necessarily al Qaeda, to be carried out in Western countries. Our job is to stay vigilant, keep working on counter-surveillance and employee awareness programs, and stay connected with Federal and local authorities.

Member Updates

Tom Whitlatch, CPP—Tom wrote an informative article on how to determine your security needs and hiring a contract security vendor. This article appeared at Hospitalitylawyer.com and provided some informative advice. Security directors should examine prior incidents at and around their property, consider the location, and examine the physical layout when determining security needs. When hiring a security company, you should check their knowledge on local laws, references, training programs, and insurance coverage.

Joe Doa—Joe will be participating with federal and local agencies on a “Mumbai”-related emergency exercise. This should be an informative project and we look forward to the feedback.

Alexandros Paraskevas—In June, Alex chaired a group of presentations on “Safety in the Hotel industry”. Alex represents our council well throughout Europe and Asia.

Beyond Convergence

The convergence of IT (cyber) and physical (electronic) security is compelling us to change the way we design and specify security systems, such as for card access control, intercom, video surveillance, intrusion detection, and security screening. It is essential that cyber security be an integral part of the design process. It is no longer enough to worry about viruses infecting our networks. We have to take the threat seriously of someone being able to our control and manipulate our security systems. They can unlock doors, prevent doors from unlocking, prevent sprinklers from being activated, and damage video cameras, among many other risks. This is especially critical for system infrastructures that utilize programmable logic controllers (PLCs), such as prisons, jails, and some courthouses. PLC’s were designed to allow easy programming. Most still use simple ladder logic. “Stuxnet” and the successful attacks on PLCs used in Iran for their nuclear centrifuges demonstrated how vulnerable PLCs are.

Some Owners have already responded that they don’t believe that this is a valid concern. They insist that their security networks are isolated and are impenetrable from the outside. That is a highly risky notion that is rarely true. Even stand-alone systems are often connected periodically to outside networks for software, service and maintenance updates. Those moments can be exploited. Infected thumb (USB) drives can be left at or near a targeted facility. When facility operators insert the thumb drive into a system computer to see what is on it, the system will be unwittingly infected. Many security systems are now IP-networked, another vulnerability. The notion that some sub-systems are harmless, such as intercoms, can be exploited for access to other sub-systems, such as access control.

One countermeasure (among others) that should be considered is to deactivate USB ports and CD/DVD drives on work stations and only permitting them on tightly controlled administrative stations.



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Council member John Strauchs is principal of Strauchs, LLC. He can be contacted directly for more information on vulnerability testing and mitigation of these issues. John is also the author of *Tides* and many other great books.

Orlando Seminar Coming Soon

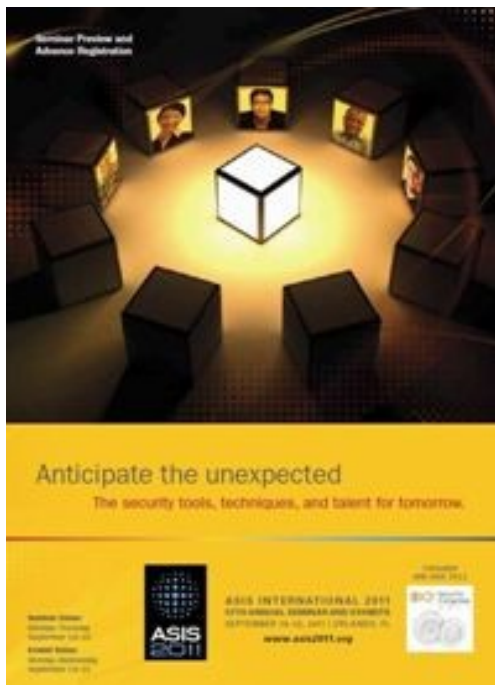
Our council sponsored pre-intensive has been publicized and we are putting the final touches on this valuable program. Andrea Schultz will be coordinating our own team of experts on Soft Target Security. This full-day seminar will culminate with a panel discussion and question and answer period. Each attendee will receive a collection of supporting documents of the day's classes. Al Zajic, CPP says "everyone will be able to take home some valuable tools that they can begin using immediately."

Three of our members will be presenting individual sessions during the seminar. Al Zajic, CPP and Darrell Clifton, CPP will be talking about "How to Create Your Security Manual". This popular session from last year has been enhanced to include Zajic's outlook on the importance of a manual and how it is used to limit liability. This session is Monday at 4:30 PM.

James Reynolds, CPP is also presenting a session entitled, "Get Ready For The Aftermath: Post Incident Management". James will talk about what to do after the dust settles. Media Communications, Claims Management, and Employee Counseling will be discussed. This session is also Monday at 4:30 PM.

Kelly Klatt, CPP—our Orlando resident host— will be planning a council meeting while we are there. The location and date/time will be announced.

See you in Orlando!



Raising the Heat on Soft Target Protection: Is Your Open Access Business Environment Safe?

Sunday, September 18, 8:00 am–5:00 pm

The challenging task of protecting soft targets including hotels, arena events, and other entertainment and hospitality venues requires more than a basic security plan. This intensive, full-day program, presented by industry professionals and government officials, provides an array of resources and information on staff training, current threat trends and mitigation, evaluating risks, response, the value of public/private partnerships, and liability exposure associated with major events in soft target environments. Leave with real world solutions to apply at your venue.

Sponsored by the ASIS Hospitality Entertainment and Tourism Council

Program #1169
\$395 member; \$495 nonmember



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Next Council Meeting

Our next council meeting will be Friday, August 26th, 2011 at 8:00 AM Pacific, 11:00 AM Pacific. We will also have a meeting at the Orlando Seminar. This date is to be announced.

HEaT Mission Statement

The Hospitality, Entertainment and Tourism Council champions the continuous improvement of security and safety through increased professionalism of the members. This is accomplished by constant improvement in training programs, certifications, and establishing best practices for this discipline. The Hospitality, Entertainment and Tourism Security Council works with soft targets to include; hotels, vacation and time share rentals, congregate residential centers, amusement parks and open air venues, and tourism officials for positive effect on guests, employees and assets.

For newsletter questions, comments or inquiries:

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